

# **Child and Adult Care Food Program Household Contact Procedure for Child Care Centers and Family Day Care Home Sponsors In Arizona**

## **PURPOSE**

The interim rule entitled “Child and Adult Care Food Program: Improving Management and Program Integrity set forth some new requirements for the Child and Adult Care Food Program. This interim rule requires that state agencies establish a household contact system for use by Sponsors in their review of Child Care Center Sites and Child Care Home Providers, and by state agencies in its review of sampled Child Care Centers and Family Day Care Home Sponsors as part of a Sponsor review. The purpose of this policy is to identify minimum requirements for conducting household/parent contacts.

7 CFR 226.2 defines a facility as a sponsored center or a sponsored family day care home. This procedure applies to the state agency and Child Care Centers/Family Day Care Home Sponsors.

A household contact is one of many tools available to state agencies and Sponsors when it becomes necessary to question an onsite monitoring review or a review of a claim. Childcare centers and Family Day Care Home Sponsors should use this procedure in conjunction with the Corrective Action Procedures. **A single instance of an unsuccessful household contact should not automatically result in declaring the provider/facility seriously deficient.** The sponsor must look at the other “red flags” that are evident when reviewing the provider/site claim and/or file.

Household/parent contacts may be necessary when a Child Care Center Site/Child Care Home Provider displays actions that may be cause for “red flags” (follow up) to include but not limited to the following:

1. Block claiming by the site/provider.
2. Submission of false information.
3. Failure to maintain adequate records.
4. Claiming meals over license capacity.
5. Claiming meals on holidays.
6. Claiming supper meals.
7. Claiming meals on weekends.
8. Parent complaints.
9. Site/provider is in corrective action due to serious deficiencies.
10. Review findings by the sponsor and/or the state agency.
11. Site/provider is consistently unavailable for monitoring visits.
12. Child(ren) being claimed by more than one site/provider.
13. Site/provider consistently claims its maximum capacity.

14. Site's/provider's number of enrolled children exceeds its maximum capacity.
15. Site/provider claims the same number of meals for a specific meal service every day of the month open for business with no absences.
16. Meal counts records exceed documented enrollment and/or attendance records on any given occasion.
17. Foods observed at a visit did not match the foods on the claim.
18. Children observed at visit did not match those on the claim and/or attendance record.
19. Provider/Site consistently claims shift meals. Monitor's attempt to observe the shift meal, at the scheduled mealtime, has been consistently unsuccessful or does not match the historical number of meals being claim for that shift.
20. The in/out times on the attendance records do not match meals being claimed by site/provider.
21. Meal attempted to be observed by monitor was not being served on the day of the monitoring visit but is historically consistently claimed by site/provider.
22. Site/provider claiming child(ren) when it has previously reported the child(ren) dropped from child care.
23. Provider not home for attempted visit, but child(ren) were claimed for that meal.
24. Parent signatures on enrollments are not valid.

## **PROCEDURE**

Household/parent contacts may be made in writing or by telephone.

1. If serving clients who do not speak English, ensure translators are available to assist with the survey.
2. Compile a list of households/parents that need to be contacted in the specified month(s). Divide the names among the employees in the office to make the contacts in unison.
3. Conduct the telephone survey by documenting on the Parent Survey Telephone Conversation Record form. Clearly identify who is speaking and the purpose of the call.
4. Mailed surveys will contain a self-addressed stamped envelope to the sponsoring organization.
5. Providers will be notified that written surveys need to be returned within 14 days from when they are received. They do not need to be sent by certified mail and are considered delivered after 5 days of mailing. Note: parents are notified that if they chose not to participate in the survey, benefits to their child(ren) will continue.

Any necessary action must be made based on the results of the surveys. This action may include but is not limited to the following.

1. If the household/parent responses indicate that child(ren) reported in care is/are not in attendance or discrepancies are noted in the data reported, the site/provider needs to be notified and the corrective action procedure must be started.
2. If the parents cannot be contacted by telephone, and the mailed surveys are not returned, further follow-up may be necessary. This may include an actual on-site visit to the site/provider's home during the times that the child(ren) is/are in care, per his/their enrollment(s).
3. If the results of the surveys indicate that the claims submitted are legitimate, no further action is required.

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